

(Suggested) Responsible Alcohol Sales Policy On-Premise

Mission Statement

We recognize that it is a privilege to buy and sell alcoholic beverages in the State of Maryland and with that privilege, we realize that it is our legal responsibility to comply with all Maryland laws and Regulations as they pertain to the service of alcoholic beverages. We are committed to the safe and responsible sale of all alcoholic beverages to those patrons who are 21 years of age or older and to refuse service of alcoholic beverages to those individuals that are visibly intoxicated or, in those cases where we find it necessary, to prevent a person from becoming visibly intoxicated. In order to achieve these goals, we have adopted the following policies.

General

1. All new employees will review the Regulations prior to making any sale of alcoholic beverages. Once trained, all employees will regularly review those Regulations, and ask for clarification on topics they don't understand.
2. Employees shall comply with all the Frederick County Alcoholic Beverages Regulations governing the sale of alcoholic beverages.
3. For the purposes of this policy, "employee" shall include any owner, licensee, cashier, clerk, server, wait staff, security, staff, volunteer, or any person affiliated with the establishment or owner, who may be assisting a customer, whether that person is on-duty or off-duty at the time.

Assessment

1. When initially greeting patrons, all staff will make visual and verbal contact to greet them and to assess sobriety. Wait staff will also make verbal and visual contact to assess sobriety and repeat the process every time service of alcohol is made.
2. When making visual contact, employees will make eye contact with the patron, paying attention to facial characteristics, trendy clothing, behavior, and young acquaintances that might indicate the purchaser is underage. The employee should make note of bloodshot or drooping eyes, untidy clothing and any other signs that might indicate the patron is visibly intoxicated or there is a likelihood they will become intoxicated with the purchase of alcohol and should not be served.

When making verbal contact, ask the patron a question such as, "How are you?", "Do you have any questions about the menu?", "May I interest you in an appetizer?" or any

small talk about sporting events, local entertainment, etc. Note any odor of liquor on the patron's breath and any signs of slurring.

3. A manager will make regular rounds, interacting with patrons evaluating sobriety and when necessary, re-check identification of youthful patrons possessing or consuming alcohol.

Carding Practices

1. Maryland law prohibits a licensee or licensee's employee or agent to sell, furnish, give or deliver alcoholic beverages to a person under 21 years of age.

2. The server must ask for reliable identification from anyone who appears to look under 30 years of age to purchase alcoholic beverages.

3. The server will ask for a current, reliable and verifiable pictured identification containing the patron's date of birth.

When an employee is carding an individual, they should always observe the patron getting their ID from their wallet – are they having trouble getting it out or handling it?

Acceptable forms of ID in Frederick County are:

- the Maryland State Driver's License
- Maryland State Non-driver Identification Card
- a valid Military ID
- a Passport with a valid US Homeland Security Stamp

All out of state driver's licenses or identification cards will be verified with the Driver's License Guide.

If the patron appears to be under 21 years of age, the employee will ask for a secondary ID such as a credit/debit card, etc.

4. The security/wait staff will request that the patron remove their ID from their wallet checking the back, then the front for signs of forgery such as:

Poor photo copy quality, blurred imagery or digitized lettering

Disclaimers like 'non-government ID' or 'non-transferable ID card'

Statements of authenticity such as Genuine, Authentic, Secure

Pictures of Keys, Eagles and Globes

Unusual thickness or unevenly cut edges or corners and bumpy surfaces indicate the card has been hand cut or the picture has been replaced.

5. The server will verify that the information and picture on the identification match the person, the date of birth is old enough to make the purchase and that the DOB has not been altered (are the numbers the same size, color, evenly spaced and level with one another?).
6. No employee will accept a vertical identification card.
7. No employee will accept an expired identification card.
8. The safe and responsible service of alcohol is the responsibility of all wait staff; when receiving an order for alcoholic beverages, any employee should re-card any patron that appears to be underage and not assume that security or another wait staff has carded the individual.
9. In the event any patron fails to show proper identification or if there is doubt by the employee if the ID is real, the sale will be refused. All refusals for failure to meet the requirements of the identification policy are final.

Visibly Intoxicated Individuals

1. If a visibly intoxicated patron is operating a motor vehicle, the security/wait staff will express concern about them driving and offer to call alternative transportation. If they insist on operating a vehicle, the police will be notified immediately and given a description of the visibly intoxicated person, their vehicle and direction of travel.
2. All staff will continuously assess the sobriety of patrons within the premise, repeating the process of verbal and visual contact when a patron orders another drink or when serving subsequent drinks.
3. If a visibly intoxicated person has been refused service of any alcoholic beverages, they will be offered food, and non-alcoholic beverages and the individual will be monitored at all times to be sure that they do not obtain any alcoholic beverages.
4. If a visibly intoxicated person becomes argumentative, assaultive, disorderly, or in any way threatens the safety or wellbeing of the patrons, staff or the community, the manager will immediately call the police.
5. All incidents involving intoxicated patrons will be written down in the log, noting the date, the time, names of any employees that are involved and a brief statement of facts regarding the incident.
6. All refused sales due to a patron's visible intoxication are final with the exception of a patron advising employees that their appearance is due to a disability as defined under the Americans with Disability Act (ADA).

Other

1. Employees will always be professional, friendly and polite with all patrons explaining that when service is declined, it is because of Maryland law.
2. All employees will report for work sober and will not consume any alcoholic beverages while on duty.
3. All questionable incidents involving patrons will be written down in the log, noting the date, time, names of employees involved and brief statement of facts regarding the incident.
4. An employee who is at least 18 years of age may serve or sell alcoholic beverages in Frederick County, Maryland.
5. The service and consumption of alcoholic beverages must be limited to areas that are clearly defined and approved in the application process by the Board as appropriate for the consumption of liquor. Outside areas must be monitored and maintained in areas that have barriers as approved by the Board.
6. All staff should use due diligence in watching for patrons or activities that are not consistent with this policy or Maryland Law and should report a breach of either to management immediately.

I have read and understand the above policy. I hereby agree to the terms outlined above.
I understand that there could be consequences for violating this policy.

_____/_____
Signature of Employee / Date

_____/_____
Signature of Supervisor / Date